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## Complaints procedure for clients

Version 2, November 2022

We, JME Financial Services (Pty) Ltd trading as CAPEX.COM/ZA (hereinafter, the “Company”), have adopted this Complaints Procedure to ensure a fair and quick process for handling complaints that may arise from our relationship.

JME Financial Services (Pty) Ltd is regulated by the Financial Sector Conduct Authority with Licence number 37166.

### Submitting your Complaint

You may submit your complaint in writing and addressed to the Complaints Management Function of the Company who is authorized to handle and investigate complaints that may be submitted to them from our Clients.

You are encouraged to use the Complaints Form attached herein and submit it electronically at the following email address: [support.za@capex.com](mailto:support.za@capex.com)

### Handling of your Complaint

We will acknowledge receipt of your complaint and we will review it carefully, investigate the circumstances surrounding your complaint and will try to resolve it without undue delay.

We shall make every effort to investigate your complaint and provide you with the outcome of our investigation within 30 working days from receipt thereof. One of our officers may contact you directly (including communication by email or phone) to obtain, where needed, further clarifications and information relating to your complaint. Please note that in case we do not receive any response from you within the period of one (1) month, your complaint shall be considered as “waived/closed” and no further investigation shall be pending. We will require your full cooperation to expedite the investigation and possible resolution of your complaint.

### Final Decision

When we reach an outcome, we will inform you of it together with an explanation of our position and any remedial measures we intend to take (if applicable).

If we are unable to resolve the client’s complaint within 30 working days, or unable to resolve the complaint to client’s satisfaction, the client has the right to refer the complaint to the office of the FAIS Ombud appointed specifically for this purpose.

The contact details of the FAIS Ombud are as follows:

PO Box 74571  
Lynwood Ridge  
0040  
Telephone: 012 470 9080 / 012 762 5000  
Fax: 012 348 3447  
Email: [info@faisombud.co.za](mailto:info@faisombud.co.za)

## COMPLAINTS FORM

This is the form you need to fill in if you wish to submit your complaint to JME Financial Services (Pty) Ltd (the “Company”). Complete, up to date as well as accurate information is required to be provided to the Company for the proper investigation and evaluation of your complaint.

Please note that the below Complaint Form is only indicative and not exhaustive. The Company may request further information and/or clarifications and/or evidence as regards to your complaint.

Date:

### **Client information**

Name:

Surname:

ID or Passport Number:

Country of nationality:

Legal Entity Name *(in case the Client is a legal person)*:

Account Trading Number:

### **Contact details of the client**

Postal Address:

City/Province:

Code:

Country:

Telephone Number:

Email:

*(Please advise your most convenient method of communication)*

### **Details of the complaint**

Date when the Complaint was created:

Employee who offered the services to the Client:

Description of the Complaint *(use a separate sheet if necessary)*: